



Department of Medical Assistance Services
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www.dmas.virginia.gov

MEDICAID PROVIDER MANUAL UPDATE

TO: All Psychiatric Services providers participating in
the Virginia Medical Assistance Program,
Managed Care Organizations and holders of the
Psychiatric Services Provider Manual

FROM: Patrick W. Finnerty, Director
Department of Medical Assistance Services

SUBJECT: Update to the Psychiatric Services Provider Manual

MEMO: Update

DATE: July 31, 2007

The purpose of this memorandum is to update providers on the changes to Chapters II, IV, V, VI, and Appendix C of the Psychiatric Services Manual. The attached table shows the changes to the manual. Please download the new chapters to insert into your Provider Manual and retain the attached table.

Amendments to Chapter II:

- Provides clarification on psychiatric service provider qualifications;
- Adds provider qualifications for substance abuse (SA) services;
- Clarifies the need for adherence to the federal restraint and seclusion regulations and include a sample letter of attestation; and
- Clarifies process and information required for out-of-state residential treatment center (RTC) placements.

Amendments to Chapter IV:

- Clarifies the need for a CAFAS or PECFAS every 90 days for Comprehensive Services Act (CSA) RTC placements;
- Adds SA outpatient services;
- Clarifies the type and frequency of treatment interventions required during an inpatient psychiatric acute stay;
- Clarifies treatment foster care case management (TFC-CM) services, incorporating changes to the service initiated March 1, 2007;
- Clarifies TFC-CM documentation requirements;
- Clarifies the requirement for dated signatures on all medical record entries;
- Adds SA service to outpatient psychiatric services; and
- Describes SA services and documentation requirements.

Amendments to Chapter V:

- Clarifies changes due to the implementation of the National Provider Identifier (NPI) number; and
- Adds information on changes to TFC-CM billing and on the new SA services.

Amendments to Chapter VI:

- Clarifies documentation requirements subject to utilization review;
- Clarifies utilization review process for inpatient acute psychiatric, RTC, and TFC-CM services;

- Adds SA services utilization review requirements;
- Clarifies notification process for transfer or closure of a provider or facility;
- Clarifies inpatient acute psychiatric facility documentation requirements effective January 1, 2007; and
- Adds examples of medical record falsification.

Amendments to Appendix C:

- Provides clarification of acute psychiatric hospitalization continued stay criteria;
- Provides clarification on the prior authorization process for psychiatric residential treatment (RTC) and treatment foster care case management services; and
- Provides information on the addition of substance abuse (SA) services to outpatient psychiatric services.

Please review these changes carefully.

ELIGIBILITY AND CLAIMS STATUS INFORMATION

DMAS offers a web-based Internet option (ARS) to access information regarding Medicaid or FAMIS eligibility, claims status, check status, service limits, prior authorization, and pharmacy prescriber identification. The website address to use to enroll for access to this system is <http://virginia.fhsc.com>. The MediCall voice response system will provide the same information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider.

COPIES OF MANUALS

DMAS publishes electronic and printable copies of its Provider Manuals and Medicaid Memoranda on the DMAS website at www.dmas.virginia.gov. Refer to the "DMAS Content Menu" column on the left-hand side of the DMAS web page for the "Provider Services" link, which takes you to the "Manuals, Memos and Communications" link. This link opens up a page that contains all of the various communications to providers, including Provider Manuals and Medicaid Memoranda. The Internet is the most efficient means to receive and review current provider information. If you do not have access to the Internet or would like a paper copy of a manual, you can order it by contacting Commonwealth-Martin at 1-804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates that are requested.

"HELPLINE"

The "HELPLINE" is available to answer questions Monday through Friday from 8:30 a.m. to 4:30 p.m., except on state holidays. The "HELPLINE" numbers are:

1-804-786-6273	Richmond area and out-of-state long distance
1-800-552-8627	All other areas (in-state, toll-free long distance)

Please remember that the "HELPLINE" is for provider use only. Please have your Medicaid Provider Identification Number available when you call.

PROVIDER E-NEWSLETTER SIGN-UP

DMAS is pleased to inform providers about the creation of a new Provider E-Newsletter. The intent of this electronic newsletter is to inform, communicate, and share important program information with providers. Covered topics will include changes in claims processing, common problems with billing, new programs or changes in existing programs, and other information that may directly affect providers. If you would like to receive the electronic newsletter, please sign up at www.dmas.virginia.gov/pr-enewsletter.asp.

Please note that the Provider E-Newsletter is not intended to take the place of Medicaid Memos, Medicaid Provider Manuals, or any other official correspondence from DMAS.

**PSYCHIATRIC SERVICES MANUAL
REVISION CHART
July 31, 2007**

SUMMARY OF REVISIONS

MANUAL SECTION	MATERIAL REVISED	NEW PAGE NUMBER(S)	REVISED PAGE(S)	REVISION DATE
Appendix C	Appendix C	Entire Section	Appendix C	7/31/2007
Chapter II	Entire Chapter	Entire Chapter	Entire Chapter	7/31/2007
Chapter IV	Entire Chapter	Entire Chapter	Entire Chapter	7/31/2007
Chapter V	Entire Chapter	Entire Chapter	Entire Chapter	7/31/2007
Chapter VI	Entire Chapter	Entire Chapter	Entire Chapter	7/31/2007

FILING INSTRUCTIONS

MANUAL SECTION	DISCARD	INSERT	OTHER INSTRUCTIONS
Appendix C	Old Appendix C	New Appendix C	
Chapter II	Old Chapter II	New Chapter II	
Chapter IV	Old Chapter IV	New Chapter IV	
Chapter V	Old Chapter V	New Chapter V	
Chapter VI	Old Chapter VI	New Chapter VI	